

Devi Ahilya University, Indore, India Institute of Engineering & Technology				II Year B.E. (Information Technology)			
Subject Code & Name	Instructions Hours per Week			Credits			
SIR4S4 Communication Skills	L	T	P	L	T	P	Total
	2	-	-	2	-	-	2
Duration of Theory Paper: 2 Hours							

Learning Objectives: introduced to skills involved in making a presentation at a conference.

- To help students acquire the basics of interpersonal skills and public speaking.
- To improve their communication skills and ability to understand others
- To provide the knowledge of Professional Speaking.
- To develop skills involved in making a presentation at a conference.
- To develop understanding about Dressing Sense, Telephone and Mobile Etiquettes.

COURSE CONTENTS

UNIT-I

Introduction to Communication: Purpose of Communication; Process of Communication; Importance of Communication in Business; Differences between Technical and General Communication; Barriers to Communication; Measures to Overcome the Barriers to Communication. Objectives and Principles of Communication.

UNIT-II

Types of Communication & Listening Skills: Types of Communication; Verbal Communication-Importance of verbal communication- Advantages of verbal communication, Significance of Non-verbal Communication. Listening Process: Classification of Listening, Purpose of Listening, Common Barriers to the Listening Process, Measures to Improve Listening. Listening as an Important Skill in Work Place.

UNIT-III

Communication Network: Scope and Types of Communication Network; Formal and Informal Communication Network; Upward Communication; Downward Communication; Horizontal Communication; Diagonal Communication.

UNIT-IV

Oral Communication Skills Attire and Etiquettes: Oral Business Presentation and Pubic Speaking: Self-Monitoring as tool for Public Speaking; Purpose, Analysis of Audience, Steps in Making a Presentation, Delivering a Presentation. Dressing Sense and Telephone/Mobile Etiquettes.

UNIT-V

Employment Communication – Job Interview: Importance and Factors Involving Job Interview; Characteristics of Job Interview; Job Interview Process; Job Interview Techniques- Manners and etiquettes to be maintained during an interview. **Group Discussion;** Purpose, Methods and Importance

Learning Outcomes:

Upon Completing the Course, Student will able to:

1. Analyze different Communication Pattern.
2. Understand Audience while speaking publically.
3. Implement Interview Technique and Group Discussion.
4. Develop understanding toward making own Style of Communication.

Suggested Readings:

1. Pal, R. & Korlahalli, J.S. Essentials of Business Communication, Sultan Chand & Sons, New Delhi.
2. Sethi, J & et al. A Practice Course in English Pronunciation, Prentice Hall of India, New Delhi.
3. Sen, Leena. Communication Skills, Prentice Hall of India, New Delhi.
4. Prasad, P. Communication Skills, S.K. Kataria & Sons.
5. A.S. Hornby's. Oxford Advanced Learners Dictionary of Current English, 7th Edition.
6. Bill Scott, The Skills of Communication, Bombay, Jaico
7. Ronald E. Dulek & John S. Fielden, Principles of Communicatin, New York, McMillan.
